



Date :09.19.2024

QUOTE# RK\_PITTSBURG CITYCOUNCIL

**PITTSBURG CITY COUNCIL**  
**John H Warren**  
**Manager, Public Safety Facilities**  
**City of Pittsburgh, Department of Public Safety**  
**414 Grant Street, Room 452**  
**Pittsburgh, PA 15219**  
**C: (412) 780-4164**

Item #	Quantity	Description	Unit price	Total Amount
0001	01	01 YEAR US SILVER MAINTENANCE CONTRACT 24/25 • ASTVD180LL977	\$5700.00	\$5700.00
0002	01	01 YEAR US SILVER MAINTENANCE CONTRACT 25/26 • ASTVD180LL977	\$5975.00	\$5975.00
0003	01	01 YEAR US SILVER MAINTENANCE CONTRACT 26/27 • ASTVD180LL977	\$6275.00	\$6275.00
0004	01	01 YEAR US SILVER MAINTENANCE CONTRACT 27/28 • ASTVD180LL977	\$6775.00	\$6775.00
0005	01	01 YEAR US SILVER MAINTENANCE CONTRACT 28/29 • ASTVD180LL977	\$7350.00	\$7350.00
0006			<b>TOTAL Amount</b>	<b>\$32'075.00</b>

### TERMS and CONDITIONS:

- Full coverage of all parts and labor except those listed in limitations (wear and tear items).
- This Contract includes one preventive maintenance (PM) trip per year for the duration of this Contract.
- This Contract includes one radiation survey per year for the duration of this Contract.
- Technical phone support Monday – Friday from 7:00am to 5:30pm (PST) with a two (2) hour phone response time from moment of initial contact.
  - Customer assistance may be required during diagnostics by phone. Phone access to an operator at the site of the unit will speed up the diagnostics.
  - Customers should provide unit serial number and contact name and number at the time of a service call.
- On-site technical support within three (3) business days from a complete phone diagnostic.
  - All reasonable attempts will be made to reach the site within the time specified above. If the technician is unable to arrive on-site within such time the Customer will be notified at least 24 hours prior to scheduled arrival.
  - Nuisance charges may apply if the unit is deemed to be in working condition or to have failed due to abuse, misuse or normal wear and tear.
- **Payment with Credit card is subject to 3% processing fees.**
- **The system needs to be 100% operational to be able to activate the warranty.**

Rachelle Kassab  
Federal Program Manager  
Astrophysics Inc.